

Technology

Introduction

Technology is a tool that enables libraries to deliver services better to library users and helps libraries make the most efficient and effective use of library staff in public service and library support operations. Through technology, access to information, both within and outside the library, is improved. To use technology effectively, the library must plan carefully, provide ongoing support and training, and continuously evaluate, upgrade, and replace hardware, software, and information resources.

Standards

1. The library has a written technology plan that is consistent with the long-range plan and based on community needs.
2. The library provides an automated circulation system and an automated catalog in MARC format.
3. The system design is focused on a commitment to open architecture; it considers resource sharing and on-site public access.
4. The library budgets for and provides the necessary technology for public and staff access to electronic resources, including direct access to the Internet.
5. As technological needs change, the library plans for the ongoing acquisition of new hardware and/or software to maintain effective electronic access.
6. The library provides time and resources for all staff to learn to use new equipment and



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technologies, including the use of new databases, software, etc.

Essential Guidelines

The library . . .

- Has a written technology plan, consistent with the library's long-range plan and based on community needs.
- Has a stand-alone integrated system or has access to a shared system.
- Has 56kbs connectivity with dedicated lines.
- Has a Graphical User Interface (GUI) Web browser.
- Has a minimum of two workstations, one for library users, one for staff.
- Has hardware and software configurations that meet minimum recommendations (Appendix D).
- Has an electronic resources section or statement in its collection development policy.
- Has access to a general periodical index online, such as FirstSearch.
- Provides public access to the Internet and other electronic resources.
- Provides training for public service staff to use and support library users in the use of the Web and online databases.
- Provides practice time for staff.

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Aspiring Guidelines

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The library . . .

- Has a technology plan that addresses the following:
 - Goals and strategies for using technology to improve library services.
 - Professional development.
 - Assessment of telecommunications, hardware, etc., needed to improve services.
 - A sufficient technology budget.
 - An evaluation process.
- Has better than 56kbs connectivity.
- Has a Local Area Network (LAN) or Wide Area Network (WAN), if appropriate.
- Provides enhancements to basic equipment, such as CD-ROM drive, sound card, speakers, headphones, DVD drive.
- Has access to electronic information that conforms to ADA requirements.
- Provides remote access to the library's catalog and electronic resources.
- Provides access to multiple online databases, including full text.
- Assists users by having patron-support materials available in print and online.
- Trains patrons to use the Web and online databases.
- Has a designated staff person, or has a contract for hardware and software support.
- Has an ongoing budgetary commitment to staff training in technology.

Excel Guidelines

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The library . . .

- Is a partner with other agencies, businesses, and organizations in the service area in planning and implementing access to electronic resources and developing technologies.
- Participates in shared access initiatives such as having holdings accessible through OCLC.
- Has T-1 or greater connectivity at library locations as needed.
- Has equipment to support specialized functions, i. e., Web server, file and database servers, scanners, video-conferencing equipment, cable or satellite TV capability.
- Provides remote access to electronic resources and databases to library users.
- Maintains an up-to-date Web page.
- Provides technology training to staff and users that meets multiple learning styles.
- Has all staff trained to offer one-on-one training as needed.
- Has multiple staff members for hardware and software support.